

Yellin, Jennifer

From: Mann, Jordan
Sent: Wednesday, April 26, 2006 10:53 AM
To: Yellin, Jennifer
Subject: receptionist training

Hello Jennifer,

I'm a receptionist at Trump World Tower. Tom said that I should contact to see if I can be conferenced into the training for today via the web or phone. Please advise if this is possible.

Sincerely,

Jordan Mann
646 313 7630

DID Call IN

11/16/2006

ONE DAY

EMERGENCY RESPONSE

Laboratory breathing (typical): Symptoms: hyperventilation, dizziness, wheezing, coughing, loss of coordination.
Care Provider: Maintain airway, use inhaler if prescribed, try "pursed lip" for "pressure" breathing. If inhaler doesn't work.

Dizziness (syncope): Symptoms: disorientation, confused, skin color pale.
Care Provider: Determine responsiveness. Place supine/legs elevated. Administer fluids if conscious. May need rescue breathing or CPR.

Skin Wounds/ Burns/ Frostbite: May need to apply pressure AND dressing. Wear gloves if assisting - dispose of properly as outlined by OSHA regulations for blood borne pathogens.

Sprains (ligaments)/Strains (muscle/tendon)/Contusions (bruises): Sprains and strains are classified according to the severity. RICE protocol: Rest, Ice, Compression, Elevation, and Stabilization.

ONE DAY

EMERGENCY RESPONSE

Hear
Empathize
Apologize
Take Ownership

ONE DAY

EMERGENCY RESPONSE

Hear

A dissatisfied customer needs to know someone is willing to listen, and they are heard.

Instead of: "What's the problem?"
Say: "Please tell me what happened."

- Take them aside
- Allow the person to speak without interruption.
- Give them cues
- Take notes
- Face the upset customer
- Listen for feelings, as well as facts.
- Confirm you understand

+1 plus one

Recovery

If the customer is inflexible...

"What do you think is a fair way to settle this?"
"What would make you happy?"

When a customer truly feels inconvenienced, what would insure you giving them another chance for your business?

Complimentary service/gift above and beyond purchase
Efficient and expedient handling of the matter with courtesy and respect
Extra attention and overwhelm with service
Don't pass the buck.

PREVENTATIVE MEASURES... ANTICIPATE & BE PROACTIVE!


[illegible]

4+1 plus one

Converting Moments of Misery

What do you do?

1. A piece of equipment is broken, again, and a hotel guest complains to the front desk...
2. A member is notified that the credit card they use for monthly payments has been rejected, and seems offended...
3. A physical therapy patient is checking in for their appointment and is not acknowledged...
4. A customer is not happy with their spa treatment and a manager is not available...
5. A client calls to ask if your site has a pool (either there is no pool or it is broken)...
6. A customer's locker is broken into and you are the first person they see to report it too...



+1 plus one

Remember

- Complaining Customers are often a challenge. There is no one technique that works to calm an upset customer.
- Complaining customers are a gift – take the opportunity to learn and improve.
- If you master your skills and stay positive then you will see it's not so scary.
- These are lessons for life as well.

